

OVERDUE MATERIALS POLICY

As a Norwalk Easter Public Library cardholder, you agree to return all items checked out on your library card. The Code of Iowa 1997 Section 714.5 deals with library materials and evidence of intention:

The fact that a person fails to return library materials for two months or more after the date the person agreed to return the library materials, or fails to return library equipment for one month or more after the date the person agreed to return the library equipment, is evidence of intent to deprive the owner.

The Library shall comply with the provision and procedures outlined in the Iowa Code and its supplements in assuring that materials borrowed from the Norwalk Easter Public Library are returned to it. The Norwalk Easter Public Library will be held harmless from liability in the event of damage, loss, or misuse of material and equipment.

Guidelines

Responsibility

You are responsible for all items checked out on your card. If you allow someone else to check out items on your card, you are still responsible for their return and the fines and fees associated with those items if applicable.

Patrons may lose library privileges, their account suspended, and a \$5.00 processing charge per outstanding item will be added to accounts with items more than 4 weeks or 30 days overdue.

Library accounts for parents/guardians and all minor children may be suspended if any accounts have materials over 60 days past due. Suspension of accounts is at the discretion of the Library Director.

The account and library privileges will be reinstated once materials are returned and/or all fees are paid.

Fines / Fees

Daily overdue fines are not charged for outstanding materials.

A \$5.00 processing fee per outstanding item will be added to accounts with items more than 4 weeks or 30 days overdue

Replacement Costs of Lost or Damaged Materials

Items that are more than 6 weeks overdue will be considered lost.

The cost of lost or damaged material from the library will be the retail price if the item is still readily available in the same format.

If a lost or damaged item was part of a set, the responsible patron may be charged the purchase price of the set.

If the item is no longer available, a flat fee will be charged as determined by the Library Director with input from the Assistant Director and Youth Services Librarian.

Upon approval by either the Library Director or Assistant Director, lost items may be replaced with an exact duplicate. In that case only the processing fee will be assessed to a patron's account.

No refunds are given if the item is returned after it is paid for.

If an item is returned that is a risk of damaging other materials or unhealthy to the staff, that item will be discarded immediately and fines or fees will be charged. The Library is not liable to keep damaged materials for any length of time.

Items that are paid for and to be given to the patron will be kept a maximum of 30 days. If not picked up, the item will be discarded.

Patrons who question fines and fees on overdue, lost, or damaged items will be referred to the Library Director.

Notification Process

- a. As a courtesy, an automatic pre-notification notice will be emailed to customers with email address on file one (1) day in advance of due date.
- b. At two (2) weeks overdue, an overdue notice will be emailed or the patron will receive a phone call to the contact information listed on the patron record.
- c. At four (4) weeks, a second overdue notice will be emailed or a second phone call to the contact information listed in the patron record will be made; in addition the patron's account will be suspended and a \$5.00 per item processing fee will be added. The account will be unsuspended when the materials are returned and the processing fee paid.
- d. At six (6) weeks overdue, materials will be considered lost and the library will mail a final bill, including a "Notice of the Law" for outstanding items; library patron's account will remain suspended until issue is resolved.

Adopted by the Norwalk Easter Public Library Board of Trustees February 10, 2003

Revised January 18, 2005

Revised February 16, 2009

Revised March 9, 2015